

Questions and Answers
Michigan Adoption Resource Exchange Services
RFQ ADMIN 10-99002

1. If the proposal is hand delivered to DHS central office in Lansing who should we deliver it to?

The agency representative should ask the person at the desk in the lobby to call Colleen Coatsworth at 241-9865. If she is not at her desk ask them to try Anita Peters at 241-8817 or Martha Ballou at 373-7101. You should ask for a receipt to demonstrate the date and time the documents were received by DHS.

2. How many copies of the proposal must be provided?

The bidder must provide 6 copies of the proposal. Two copies of the budget must be in a separate envelope clearly marked "Budget Forms" with the agency's name. The "Price Quotation" sheet, filled out by hand or typewriter, should be included in the envelope with the other budget forms.

3. What about subcontractors?

There must be a budget provided for a subcontract of \$2500 or above. If the proposal is from a new bidder and the subcontractor is not established this can be explained on the budget narrative sheet. (Note: The budget narrative sheet does not print with the rest of the forms and must be printed separately.) The subcontractor must provide a budget prior to finalizing the contract.

4. On page 23 – Category 4 D.1 – How would the Contractor verify reasons why children are not listed?

In the July 1, 2009 Adoption Services Contract there is an expectation that agencies will provide a written explanation to the MARE contractor as to why a child has been on hold for 6 months or longer. DHS will work with the MARE contractor to establish acceptable reasons for continued hold status and the types of technical assistance MARE shall provide to agencies.

5. On page 20/21 – Category 3 E.7 – isn't there an issue with documenting the family's approval status?

Yes, this will be deleted from the contract. The Contractor will be expected to reflect the family's status through interviews and follow-up with the family but not reflect the approval status.

6. Can you explain the requirement for staff employed by the Contractor for MARE services as far as not working for the parent agency providing adoption services?

The staff employed by the MARE Contractor may not also work as an adoption caseworker or supervisor for the parent agency or any other adoption agency. This requirement ensures that there will not be an unfair advantage on the part of the parent agency when information on available children or families interested in adoption, is shared with the MARE staff.

Examples of alternate work a MARE staff member may be allowed to provide would include counseling services to adoptive families or to pregnant women considering adoption. Alternate employment unrelated to the adoption or child welfare arena is not prohibited.

7. The relationship between the Department and MARE appears to be open and flexible. Can you describe how the Department works with MARE?
Currently, there is frequent and open communication with MARE by the Adoption Program area. The MARE services are essential to many areas of the adoption program. There are meetings between MARE and the adoption program office staff bimonthly and ongoing e-mail communication. MARE is given data from the DHS system and provides reports as required. The recruitment activities and information provided to families, professionals and other agencies is a crucial part of the system.

8. Should resumes of the staff be excluded from the proposal?
Yes, the proposal should not include staff members' resumes. The proposal should include a clear description or chart of the organizational structure. Position Descriptions for the defined staff should be included.

9. Should a separate cost be documented on the price quotation sheet for each service?
Yes. Note that this form is not available electronically and must be completed by hand or with a typewriter.

10. Would the agency granted this bid have to develop the MARE web site from scratch or would elements of the existing web site be transferred?

If a new bidder is awarded this contract, the domain name (www.mare.org) and the supporting data will be turned over to DHS and/or the new contractor.

11. Who has the rights to the existing web site and materials? Is the existing web site the property of DHS or the property of the agency that currently holds the contract?

The existing web site and data belong to DHS.

12. What language is the current website written in?

Dream Weaver. For the photo listing section PHP/MySQL is used.

13. A new bidder on the contract would require start up costs. How would this impact the rating of the budgets? Would the start up costs come out to the maximum amount or would this be in addition?

Start up costs will be evaluated separately. A separate budget for start up costs must be submitted. **The total bid amount (including start up costs) cannot exceed \$700,000 per year.**

Correction to RFQ ADMIN 10-99002
Michigan Adoption Resource Exchange Services

The date (month) of the preproposal conference in the RFQ is incorrect. The date is changed to Tuesday, JUNE 23rd from 10am to noon.

RFQ NOTIFICATION SHEET
Office of Contracts and Rate Setting

State of Michigan
Department of Human Services

Notice of a request for quotations or a request for proposals is hereby given Pursuant to Act No. 124 of the Public Acts of 1999.

Amount: \$700,000 annually	ITB Number DHS ADMIN 10-99002
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Bid Description: Michigan Adoption Resource Exchange (MARE) Services The following Request For Quote (RFQ) describes services intended to promote, facilitate, monitor, and track the adoption process in Michigan. The purpose of the Michigan Adoption Resource Exchange (MARE) is to assist in securing adoptive homes for children/youth in Michigan who need permanent families. Many of the services have specific technical components and several require face-to-face contact between the Contractor, licensed private adoption agencies, DHS, prospective adoptive families and waiting children/youth. MARE Services shall be performed throughout the state.

Due Date For Response: July 8, 2009 at 3:00pm

Contact Person Name: Kate Hanley	Phone #: (517) 335-4151
E-Mail Address: hanleyk@michigan.gov	

Signature of Contact Person:	Date
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E-mail this entire document to: DHS-OCRS@michigan.gov

REQUEST FOR QUOTE
Michigan Department of Human Services

Contract/RFQ Number: ADMIN 10-99002

Bid Submission Due Date & Time: Wednesday, July 8, 2009 at 3:00pm

Geographic Area to be Served: Statewide

Service Titles: Communication and Information Sharing
Recruitment
Child and Family Matching
Data Collection and Tracking
Oversight and Evaluation

Anticipated Contract Begin and End Dates: October 1, 2009 to September 30, 2012

Method of Reimbursement: Actual Cost Unit Rate

Maximum Annual Contact Amount: \$ 700,000 per year

Issuing Office: Department of Human Services Adoption Service Division

Contact Person: Kate Hanley

Telephone #: 517-335-4151 Fax #: 517-335-77899

Email Address: hanleyk@michigan.gov

Pre-proposal Conference: (Date, time, location) Tuesday, July 23rd from 10:00am to noon
DHS Central Office, Room 1-D, 235 S.
Grand Avenue, Lansing
(Please notify the contact person above if you plan on attending)

Bidder Questions Due Date & Time: Wednesday, June 24th at 3pm

Submit six (6) copies of the bid response and two (2) copies of the budget document, in a separate sealed envelope, to this address:

Adoption Services Division		
DHS Office		
<hr/>		
235 S. Grand Ave. Ste. 415 P.O. Box 30037		
Street Address		
<hr/>		
Lansing	Mi	48909
City	State	Zip

The bidder must submit all inquiries regarding content via e-mail or surface mail. Bid responses must be submitted in person or via surface mail. Neither fax nor e-mail transmission of bid responses will be considered for award. If DHS believes that clarification of its initial material is necessary, information will be posted to the DHS RFQ web site. Likewise, if DHS determines it is necessary to revise any part of this RFQ, addenda informing will be posted to the DHS RFQ web site.

Bid responses that exceed the maximum annual dollar amount indicated for the RFQ will not be considered for award. The contract amount for subsequent years will be dependent on DHS' availability of funds and service needs. The established price per unit of service will be in effect for the entire period of the contract.

At the discretion of DHS, an awarded contract may be renewed in writing by an amendment not less than 30 days before its expiration. The contract may be renewed for up to one additional year period.

DHS may consider a bidders ability to secure supplemental funds. Bidders are encouraged to match a portion of the total contract amount with funds and/or in-kind donations. Bidders who cannot secure matching funds shall not be excluded from consideration.

Bidders who do not currently have the technical equipment and other resources to effectively administer the services described in this RFQ may request in their proposals supplemental funds for "start-up." Bidders requesting supplemental funds must include an additional budget projection for expected "start-up" costs for the first year of the contract. In the Bidder Response Section all bidders are asked to describe in detail the current resources and equipment they have available to meet the RFQ requirements.

To be considered, bid responses must arrive at the Issuing Office on or before the date specified above. Bidders mailing bid responses should allow normal delivery time to ensure timely receipt of their bid responses.

Awards made as a result of this RFQ will require execution of a contract with DHS. The contract will contain standard non-negotiable General Provision. A copy of the General Provisions is available upon request.

Rating

All bid responses will be evaluated on the basis of rating criteria identified in the RFQ. Contracts will be awarded using a two-step process linking price and quality. The most recent audit of each bidder may be reviewed by DHS to determine the bidder's fiscal viability, at its discretion. DHS may eliminate from the rating process any bidders that fail to pass this review. If the bidder has provided contractual services to DHS previously, DHS may consider reviewing monitoring and/or outcome information related to prior contracts.

Authority: P.A. 2080 of 1939. Completion: Mandatory. Penalty: Contract Invalid	Department of Human Services (DHS) will not discriminate against any individual or group because of race, sex, religion, age, national origin, color, height, weight, marital status, political beliefs or disability. If you need help with reading, writing, hearing, etc., under the Americans with Disabilities Act, you are invited to make your needs known to a DHS office in your area.
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BIDDER OVERVIEW

This Request for Quote (RFQ) package contains the following elements:

1. Cover Sheet
2. Description of Services for Bid
3. Rating Criteria
4. Request for Quote Policy
5. Bidder Information and Instructions
6. Bidder Response Section
7. Cost Quotation
8. Budget Completion Instructions

I. CONTRACTOR RESPONSIBILITIES

A. Geographic Area

The Contractor shall provide services statewide.

The purpose of this RFQ is to provide a series of service components that will assist in securing adoptive homes for children and youth in Michigan who need permanent families. Several of these components require face-to-face contact between the Contractor, licensed private adoption agencies, DHS, prospective adoptive families and waiting children/youth. Services shall be performed throughout the state.

B. Location of Facilities

The Contractor shall have a physical location accessible to foster and adoptive families and children/youth, to public and private foster care and adoption agencies, and to the general public.

C. Conditions and Requirements

1. The Contractor shall perform all Michigan Adoption Resource Exchanged (MARE) Services as described in this RFQ, separate from any adoption placement services for children/youth and families. If the Contractor has a contract in place or develops a contract with DHS to perform foster care and/or adoption placement services, all staff involved in the provision of adoption or foster care services shall not perform the services and activities described in this RFQ without prior approval from DHS central office. This separation is intended to prevent the Contractor from gaining an unfair advantage in access to information or to referrals of children/youth registered on the MARE website.
2. The Contractor shall sustain national adoption promotion activities. The Contractor shall continue to pursue funding (currently provided through AdoptUsKids) for the following activities:
 - a. The Contractor shall promote adoption through the national adoption website (AdoptUSKids). The Contractor shall register and post photos and narrative descriptions on the national adoption website for eligible waiting children with terminated parental rights who are listed on the MARE website. The Contractor shall ensure that all photo-listings remain current and up-to-date on the national AdoptUsKids website.

- b. The Contractor shall work with AdoptUsKids, through various efforts such as "Recruitment Teams" and the "National Campaign," to ensure an adequate pool of resource families. (See www.AdoptUsKids.org for more information.)
- 3. The Contractor shall provide all of the MARE Service activities. Each of the activities described under the five (5) service categories in this RFQ is a mandatory service component of the Contract.

- 4. The Contractor shall agree to the following criminal history check requirements:

As a condition of this Agreement, the Contractor certifies that the Contractor shall, prior to any individual performing work under this Agreement, conduct or cause to be conducted for each new employee, employee, subcontractor, subcontractor employee or volunteer who works directly with:

- a. clients under this Agreement, or who has access to client information, an Internet Criminal History Access Tool (ICHAT) check and a National and State Sex Offender Registry check.

Information about ICHAT can be found at <http://apps.michigan.gov/ichat>.

The Michigan Public Sex Offender Registry web address is <http://www.mipsor.state.mi.us>.

The National Sex Offender Public Website address is <http://www.nsopw.gov>.

- b. children under this Agreement, a Central Registry (CR) check.

Information about CR can be found at http://www.mi.gov/dhs/0,1607,7-124-5452_7119_48330-180331--,00.html.

The Contractor shall require each employee, subcontractor, subcontractor employee or volunteer who works directly with clients or who has access to client information, under this Agreement to timely notify the Contractor in writing of criminal convictions (felony or misdemeanor) and/or pending felony charges or placement on the Central Registry as a perpetrator.

Additionally, the Contractor shall require each new employee, employee, subcontractor, subcontractor employee or volunteer who works directly with clients under this Agreement or who has access to client information and who has not resided or lived in Michigan for each of the previous ten (10) years to sign a waiver attesting to the fact that they have never been convicted of a felony or identified as a perpetrator, or if they have, the nature and recency of the felony.

The Contractor further certifies that the Contractor shall not submit claims for or assign to duties under this Agreement, any employee, subcontractor, subcontractor employee, or volunteer based on a determination by the Contractor that the results of a positive ICHAT and/or a CR response or reported criminal felony conviction or perpetrator identification make the individual ineligible to provide the services.

The Contractor must have a written policy describing the criteria on which its determinations shall be made and must document the basis for each determination. The Contractor may consider the recency and type of crime when making a determination. Failure to comply with this provision may be cause for immediate cancellation of this Agreement. In addition, the Contractor must further have a written policy regarding acceptable screening practices of new staff members and volunteers who have direct access to clients and/or client's personal information, which serve to protect the organization and its clients that is clearly defined. The Contractor must also assure that any subcontractors have both of these written policies.

If DHS determines that an individual provided services under this Agreement for any period prior to completion of the required checks as described above, DHS may require repayment of that individual's salary, fringe benefits, and all related costs of employment for the period that the required checks had not been completed.

D. Services to be Delivered

DEFINITIONS OF TERMS

The following terms are defined and provided here for the bidder's reference. These terms will be used throughout the descriptions of services for bid.

"Hold" – *Child/Youth* - after the termination of parental rights, when an adoptive family has been identified, the child/youth may be placed on "hold" for a limited period of time while the adoption is being processed

"Potential Match"- the process of identifying a prospective adoptive family for a child/youth that is waiting to be adopted

"Match" – when a prospective adoptive family has been determined to be appropriate for the adoption of a specific eligible child

"Child/Youth Register" – all children with a legal status of permanent state or court ward after the termination of parental rights will be placed on a register

indicating their permanency goal. The child is only removed when the adoption is final or the goal is no longer adoption.

“Tracking” of Child/Youth – to maintain a system that records the date of permanent wardship, progress towards adoption, goals other than adoption, time on “hold” status, and dates of necessary notification sent to adoption agencies

“Tracking” of Prospective Adoptive Families – to maintain a system that records the referral source of adoption inquiries, the progress toward being approved to adopt, and the demographic information

“Statewide Registry of Prospective Adoptive Families” – a public listing on the MARE website of all families that have been approved to adopt and have agreed to be placed on the Registry. The families may be registered by the private agency that conducted the adoptive family assessment or by families themselves.

“Family Status” – a family interested in adopting may have one of the following classifications:

- *Pending* – the family is in the process of attending orientation, training or being assessed
- *Approved (approved for adoption)* – the family has completed orientation, training and has an approved family assessment for adopting
 - Listed: Family has agreed to listing on the Statewide Registry
 - Unlisted: Family does not want to be listed on the Statewide Registry at this time
- *Denied* - the family was not approved to adopt by an agency

“Michigan Heart Gallery” is a photo gallery of children/youth who have been waiting for adoption and are deemed to require additional recruitment activity. Pictures are taken by professional photographers and the exhibit travels to different counties around the state throughout the year

Service Category #1 of 5: Communication & Information Sharing

1. Activities the Contractor shall perform:

The Contractor shall:

A) Operate and maintain a public website, available twenty-four (24) hours a day, seven (7) days a week. The Contractor shall maintain the MARE website, a professional and user-friendly electronic location with access to resources and public information about adoption in the state of Michigan. The Contractor shall ensure that the website meets all of the following requirements:

- 1) The site shall allow users to inquire with and send email to designated MARE contact persons.
- 2) The site shall allow DHS, or its representatives, to directly publish web pages.
- 3) The site shall include information regarding the MARE office location, hours of operation, and toll-free telephone access (see #1 B.).
- 4) The site shall include information about adoption, foster care, kinship and guardianship and provide links to additional resources.
- 5) The site shall provide basic foster care information and a list of agencies and DHS field offices that provide foster care.
- 6) The site shall provide basic information and a list of agencies that provide private and international adoption services for those persons interested in adopting a child not in the foster care system.
- 7) The site shall provide information on the adoption process, including: a list of agencies and DHS field offices that provide adoption services, adoption inquiry, orientation, referral, family assessment, mandatory training, prospective parent registration, and the ability to self-register. The information should ensure that a person interested in the adoption of a photo-listed child has a timeline and clear understanding of the process from inquiry to matching with a waiting child.
- 8) The site shall include an up-to-date, statewide calendar with all relevant dates, times and locations for foster care events, adoption orientations, adoption training, post-adoption training, and adoption events. The Contractor must actively seek out information concerning events and trainings that would be appropriate for adoptive parents.
- 9) The site shall include updated links to adoption resources including: relevant literature and training media on up-to-date practices; information on adoption, adoption assistance programs, and post-adoption services; and information pertinent to professional providers, prospective and adoptive families, and waiting children.

- 10) The site shall include an interactive web page on which children and youth can post questions and respond to issues posted.
- 11) Temporary website outages for routine and emergency site maintenance shall not exceed 5% of the website's total annual hours of availability.

B) Operate a toll-free telephone number to respond to the general public and to families who call the Michigan Adoption Resource Exchange to inquire about the adoption process. The Contractor shall ensure that operation of the telephone line meets all of the following requirements:

- 1) The Contractor shall provide appropriate staffing to answer calls on weekdays from 8:30 a.m. to 5:00 p.m. and on one weekday evening until 7:00 p.m. (excluding public holidays and agency holidays approved by DHS). The Contractor shall ensure that telephone staffing is sufficient to manage the projected volume of requests based on past history.
- 2) The Contractor shall return voice mail messages within 24 hours of receipt. If a message is received on a weekend or holiday or on a day preceding a weekend or holiday, messages will be returned during the next business day.
- 3) The Contractor will utilize voicemail with messages in both English and Spanish and will return calls in the appropriate language.
- 4) The Contractor will provide effective TTY services and promptly respond to all inquiries received through this mechanism in accordance with timelines for all other telephone inquiries.
- 5) The Contractor will publicize the MARE telephone number widely in its marketing and adoption promotions. The telephone number must be listed in the telephone directories of targeted communities.

C) Create and post a web-based *professional provider* newsletter. The Contractor shall write and post four (4) quarterly issues of a newsletter featuring articles and web links that address topics relevant to professional adoption providers which may include: information about the Michigan Adoption Resource Exchange, registered children and youth, federal and state adoption policies, new resources – including post adoption services and the adoption assistance program, suggestions for successful recruitment, and best practices.

- 1) The Contractor shall maintain an email list of adoption professionals and providers (including all agencies with

current adoption, foster care, and residential contracts) and distribute copies of the newsletter in .pdf format via email to them.

- 2) The Contractor will record the list of email addresses to which newsletters are sent on each date of distribution. These distribution lists will be available to DHS upon request.

D) Create and post a web-based *family* newsletter for parents. The Contractor shall write and post four (4) quarterly issues of a newsletter featuring articles and web links that address topics relevant to foster, adoptive, and prospective families which may include: information on changes in policy that impact families, new resources – including post adoption services and the adoption assistance program, articles pertaining to issues specific to adjustment and development of children/youth, and articles on parenting and family dynamics.

- 1) The Contractor shall maintain an email list for prospective and adoptive families and distribute copies of the newsletter in .pdf format via email to them.
- 2) The Contractor shall print hard copies of newsletters and mail them to all adoptive parents and potential adoptive parents, including foster parents transitioning to adoptive parents, who indicate no access to the Internet.
- 3) The Contractor will record the list of email and postal mail addresses to which newsletters are sent on each date of distribution. These distribution lists will be made available to DHS upon request.

E) Create and post a web-based *adoption* newsletter for waiting and adopted children/youth. The Contractor shall write and post four (4) quarterly issues of a newsletter featuring articles and web links that address topics of interest for children/youth waiting for a permanent family and adopted children/youth. The newsletter should be developed and written in consultation with the youth on the advisory board (described in #5 D). Children and youth should be able to post questions and respond to issues in the newsletter on the MARE website.

- 1) The Contractor shall maintain an email list for waiting children and youth and distribute copies of the newsletter in .pdf format via email to them. The Contractor shall also email a copy of the newsletter to all Private Agency and DHS Adoption staff and supervisors for distribution to children/youth.

- 2) The Contractor will record the list of email addresses to which newsletters are sent on each date of distribution. These distribution lists will be available to DHS upon request.

F) Provide information and technical support. The Contractor shall provide technical support to ensure that public and private adoption workers and supervisors, social service professionals and the general public can successfully navigate and utilize MARE services.

- 1) The Contractor shall present regional training sessions to state and private agency adoption workers and supervisors on changes to MARE processes and services.
- 2) The Contractor shall involve adoptive parents and youth in informational sessions as co-presenters.

G) Complete and submit mandatory reporting.

- 1) The Contractor shall record all MARE website “down time” and document reasons for outages. A record of all “down time” shall be submitted to DHS in the Contractor’s monthly report.
 - a) The Contractor shall document the program director’s approval of all “planned” outages and his/her notification of all “unplanned” (emergency) outages longer than one hour. A record of oversight approval/notification shall be submitted to DHS in the Contractor’s monthly report.
- 2) The Contractor shall provide a copy of the professional provider newsletter to DHS on a quarterly basis.
- 3) The Contractor shall provide a copy of the family newsletter to DHS on a quarterly basis.
- 4) The Contractor shall provide a copy of the waiting and adopted child/youth newsletter to DHS on a quarterly basis.
- 5) The Contractor shall maintain records of all training sessions, presenters, and attendees, and the Contractor shall submit a report to DHS quarterly to demonstrate compliance with training requirements.

2. Volume of Service

The estimated number of units to be produced annually during the period of this Agreement shall be: 12.

3. Unit Definition(s): One unit equals one month of Communication & Information Sharing activities.

Service Category # 2 of 5: Recruitment

1. Activities the Contractor shall perform:

The Contractor shall:

A) Prepare a recruitment periodical. The Contractor shall prepare a printed quarterly recruitment periodical for dissemination to potential adoptive parents, public and private agencies, and locations that are accessed by persons who may have an interest in adoption (approximately 1,000 copies per issue). Each edition of the publication will feature photos and descriptions of no fewer than ten (10) children. The periodical shall include features of children who have been waiting the longest for a permanent adoptive family. Generally, photos will be high quality portraits that are no smaller than 3" x 3". As a general guideline, the periodical will be approximately eight (8) pages in length and printed in color. The periodical will be no larger than 8 ½ by 11 inches.

- 1) The Contractor shall keep an ongoing record of each distribution site. These distribution lists will be made available to DHS upon request.
- 2) The Contractor shall make the recruitment periodical available on the website in .pdf or another easily accessible format.

B) Produce waiting child digital video clips. The Contractor shall develop short video presentations as a specialized recruitment tool for all children/youth photo-listed on the MARE website for longer than six (6) months. Children/youth chosen for video recording will be prioritized based on characteristics of children that typically remain on MARE for extended periods of time (i.e. older youth, minorities, etc.) Development of video presentations will include all aspects of digital video production, from arranging the filming of the child to development of the narrative about the child accompanying the video.

- 1) The Contractor shall make video clips available through links on the photo-listing web pages.
- 2) The Contractor shall respond to the request of an adoption worker anywhere in the state to film a child/youth.
- 3) The Contractor shall provide the child/youth's adoption worker with two copies of the final video clip. The Contractor shall provide more copies to a child/youth's adoption worker at his/her request.
- 4) The Contractor shall use the video clips to promote waiting children at recruitment events.

- 5) The Contractor shall ensure that 90% of eligible, waiting children/youth who have been photo-listed for six (6) months or more will have a video clip completed within nine (9) months of photo-listing.
- 6) The Contractor shall develop a plan for the timely production of video clips for all eligible children/youth who have been photo-listed for six (6) months or longer on the MARE website at the time that this Contract is awarded. The Contractor shall submit this plan to DHS for approval.

C) Plan, coordinate, and/or support regional adoption events throughout Michigan.

The Contractor shall plan and organize regional events for children/youth who are waiting to be adopted and potential adoptive families to meet and spend time together in casual, structured, and supervised settings. These events may be coordinated through other agencies with support from the Contractor. In areas that demonstrate the need for more than one event, the Contractor will assist in determining the types of events that will serve the target population in that area.

- 1) The Contractor shall ensure that a minimum of one adoption event will be held in each of the eleven (11) regions (listed below) annually.

Southwest Michigan	Oakland County
Northwest Michigan	Wayne County
Northeast Michigan	Macomb County
Southeast Michigan	Genesee County
Mid-Michigan	Kent County
Upper Peninsula	
- 2) The Contractor shall ensure that each region targets recruitment of families for older youth and/or children of cultural and ethnic groups that are overrepresented among waiting children. The Contractor shall involve adolescents in developing and determining the types of events that will be held. Every effort will be made to include families from diverse cultural, racial and economic communities.
- 3) The Contractor shall plan and organize Michigan's activities for National Adoption Month in November of each year, including celebrations at sites/locations agreed upon by DHS, participating adoption agencies, the courts, and the Contractor.

D) Develop and execute adoption promotion campaigns. The Contractor shall choose, develop, and perform activities that will promote adoption of children registered with MARE. The Contractor shall develop a minimum of three strategic campaigns that address

the following goals: 1) increasing public awareness of MARE and its services, 2) promoting adoption in the state of Michigan, and 3) promoting the adoption of specific children and youth. While a single campaign may focus on only one goal, the Contractor shall ensure that all of the goals are addressed annually. Activities may include publications (online or hard copy), radio and/or television public service announcements, billboards and other public signage, posters, and/or other activities. The Contractor will develop creative promotional ideas and activities in consultation with DHS and other contracted agencies.

- 1) The Contractor shall dedicate the majority of its promotional activities to the recruitment of families for waiting children/youth listed with MARE. Strategies may include creating child/youth-specific features by identifying eligible children, preparing photos and descriptions, and disseminating information through identified broadcast media, key newspapers, and adoptive and foster parent newsletters.
- 2) The Contractor shall target recruitment of families that reflect the racial, ethnic, and cultural backgrounds of waiting children/youth in its adoption promotion campaigns.
- 3) The Contractor shall receive prior approval from DHS before implementing a new adoption promotion campaign. The Contractor shall consult with DHS to determine the appropriate level of spending for activities intended to publicize MARE and its services.

E) Maintain and ensure continuation of the *Michigan Heart Gallery*. Activities shall include but are not limited to: recruiting professional photographers, identifying youth for the exhibit, scheduling appointments, developing community support for materials and transportation of the exhibit, developing exhibit sites in counties around the state, producing media and informational materials, and organizing an annual event to promote the Michigan Heart Gallery.

F) Complete and submit mandatory reporting.

- 1) The Contractor shall provide a copy of the recruitment periodical to DHS quarterly.
- 2) The Contractor shall record the number of digital video clips produced and report this data in its monthly report to DHS. The report will include name of child/youth, date of birth, county of residence and length of time on photo listed.
- 3) The Contractor shall document all regional adoption events coordinated and report this data in its monthly report to DHS.

- The Contractor shall document all adoption inquiries that result from these events to assess effectiveness of this recruitment tool.
- 4) The Contractor shall submit a summary in its monthly report to DHS describing the activities of its current adoption promotion campaign(s) and documenting the outcomes of its adoption promotion activities.
 - 5) The Contractor shall submit a summary in its monthly report to DHS describing activities related to the maintenance of the Michigan Heart Gallery.

2. Volume of Service

The estimated number of units to be produced annually during the period of this Agreement shall be: 12.

3. Unit Definition(s): One unit equals one month of Recruitment activities.

Service Category # 3 of 5: Child & Family Matching

1. Activities the Contractor shall perform:

The Contractor shall:

A) Develop and maintain web-based photo-listings and narrative descriptions for waiting children. The Contractor shall develop and maintain web-based photo-listings for all children/youth available for adoption and registered with MARE.

- 1) All narratives shall be strengths-based descriptions. The Contractor shall consult with and secure approval from DHS for acceptable language and types of descriptions.
 - a. Each photo-listing shall include a brief narrative description of the child/youth's personality and interests/hobbies based on information contained on the *Child/Youth Entry Form*. The *Child/Youth Entry Form* shall include: age, gender, race/ethnicity, religious preference, special needs, physical, emotional, mental and intellectual functioning, sibling status, legal status, agency/social worker, contact information, type of family being sought, need for contact with birth and foster-family members, and ID number of child. Narratives will be composed from information gathered from interviews with the child/youth, caseworkers, foster parents, or others when appropriate.

- b. The Contractor shall involve the child/youth in the composition of the narrative description (unless age, developmental barrier, or other mitigating circumstances prevent the child/youth's participation). The Contractor and DHS will meet upon award of this Contract to determine circumstances when failure to involve child/youth shall be deemed permissible.
- 2) The Contractor shall post new child/youth photo-listings and updates will be posted within 14 days of MARE registration or change from "HOLD" status.
- 3) The Contractor shall ensure that photo-listings and narratives remain current. The Contractor shall update narratives every six (6) months, and post new photos every twelve (12) months. If at any time more than 5% of narratives and photos are outdated according to the specified time periods, the Contractor shall be out of compliance.
 - a. The Contractor shall develop a plan for timely updates of photos and description for all current photo-listed children/youth in need of updates. The Contractor shall submit this plan to DHS for approval.
 - b. The Contractor shall create a system to monitor photo-listing updates and submit recommendations to DHS for appropriate oversight of this requirement.

B) Develop and maintain web-based listings for prospective adoptive parents and families. The Contractor shall develop and maintain web-based listings for prospective parents that have been approved for adoption and that have been registered on the Statewide Registry of Prospective Adoptive Parents (described in #3 E). Prospective parent listings shall consist of a narrative description, and families shall be photo-listed upon their request.

- 1) The narrative description of the adoption applicant(s) and other family members will be taken from the *Family Registration Form* administered by adoption agencies. Information provided by the prospective parents may include their age, gender, race/ethnicity, religious preference, marital status, occupation, recreational activities, interests, and other descriptive information. The Contractor may also include in a listing, the family's preferences regarding the adoptive child's age, gender, race/ethnicity, sibling information, disability status, and level of functioning.
- 2) The Contractor shall indicate the family's willingness to consider a child with a "rehearing and appeal pending" (legal risk) in the listing.

- 3) The Contractor shall add to the web-based listings all approved families who consent/request to be listed.
- 4) The Contractor shall contact prospective parents and include their input in the composition of the narrative description.
- 5) The Contractor shall post new family listings and updates within fifteen (15) days of receipt of all required information.
- 6) When the Contractor is notified by the family or child's worker that the two parties have been Matched, the family shall be listed as "MATCHED."

C) Perform potential child and family matching. The Contractor shall perform not less than monthly, potential youth/child and family electronic matches for all photo-listed children and families registered with MARE.

- 1) The Contractor shall notify the youth/child's worker(s) and the family itself within five (5) days of identifying a potential match.
- 2) The Contractor shall follow-up with the youth/child's worker on the status of each potential match within fifteen (15) days of notification. The Contractor will ensure that the youth/child's worker(s) and the prospective family have been in contact and that the process is proceeding to resolution: either 1) a Match is made or 2) one or more of the parties determine that the Match should not proceed.
- 3) The Contractor shall perform a potential youth/child-family match within 5 days of MARE registration or removal of "HOLD" status for every new waiting child.
- 4) The Contractor shall perform a potential youth/child-family match within 5 days of registration for each newly registered prospective family. All timelines and requirements for monthly potential youth/child-family matches and follow-up shall apply.
- 5) The Contractor shall report failure of adoption workers to contact prospective families within the designated time frames to the assigned worker's direct supervisor. If appropriate resolution is not reached, the Contractor shall refer cases of noncompliance to the designated person in the DHS central office.

D) Provide inquiry follow-up, pre-screening, and monitoring. The Contractor shall develop and operate a follow-up and monitoring system for families who contact MARE and express interest in

adopting a photo-listed or available child/youth in the foster care system. This system shall include the following required components:

PRE-SCREENING & INTAKE

- 1) The Contractor, when responding to all inquires, shall provide general information about adoption (e.g. relinquishment, child or parent searching, relative and stepparent adoptions, information concerning waiting children, etc.), respond to questions about profiles of featured children, and offer direction to all inquirers seeking adoption-related services.
- 2) The Contractor shall establish contact in person or by phone, email, or mail with persons who express an interest in adopting a specific photo-listed child. (The Contractor shall pursue all reasonable means to respond to an inquiry by telephone before responding by email or mail.)
- 3) The Contractor shall clarify the persons' level of interest and their status (i.e. new inquiry, completed orientation, completed adoption assessment, completed adoption training, or approved for adoption).
- 4) The Contractor shall perform preliminary screenings to determine if the prospective parents meet the basic eligibility requirements for adoption as stated in DHS policy. Persons expressing an interest in adopting a child from the foster care system who meet the requirements will be informed of orientation sessions scheduled in their region of the state.

INFORMATION DISTRIBUTION

- 5) The Contractor shall send informational packets within two (2) business days to any inquiring persons meeting basic eligibility requirements for adoption. The packet will also be available for download from the MARE website. The packet shall include information on the adoption process and a satisfaction survey on MARE services (#5 – E1) that includes source of contact, demographics, level of satisfaction with services provided and any problems or needs. The packet will include a return stamped envelop addressed to the DHS contract monitor for return of the survey. The packet will indicate that the survey can be filled out online also.

E) Intake, referral and follow-up on the adoption process. The Contractor shall track prospective adoptive parents who are interested in adopting a foster child and who have been referred to

adoption orientation. All database entries shall be kept current and accurate. (Prospective families that are not interested in adopting a child from the MARE photo-listing or the foster care system will not be tracked and follow-up will not occur.)

- 1) The Contractor shall document families that complete regional orientations or private agency orientations and that are interested in adopting a foster child.
 - a. The Contractor shall ensure that all families completing orientations are tracked. Non-compliance shall be documented and reported to agency supervisors and the DHS central office.
- 2) The Contractor shall follow-up within fifteen (15) days of the orientation to determine if the family has chosen an adoptive agency to conduct the family assessment. If an agency has not been selected by the family, the Contractor will refer the family to a participating adoption provider based on geography, agency capacity, the agency's past compliance with DHS time frames as determined by MARE, and equitable distribution of caseload.
- 3) The Contractor shall contact the family within thirty (30) days of referral to determine if the assessment has begun or is scheduled. If no documented family assessment process has begun within sixty (60) days, the Contractor shall refer the family to an alternate agency.
- 4) The Contractor shall place on the Statewide Registry of Prospective Adoptive Parents all prospective adoptive parents who are interested in adopting a child/youth from the foster care system and, based on the preliminary screening, appear to be eligible for adopting.
- 5) The Contractor shall place on the Statewide Registry of Prospective Adoptive Parents all prospective adoptive parents who are interested in adopting a child/youth from the foster care system and who have been studied and approved for adoption (after orientation, assessment, and training) by a licensed child-placing agency.
- 6) The Contractor will review all submitted family home studies to determine that the appropriate information is included. Appropriate confidentiality of records must be maintained.
- 7) The Contractor shall update database entries to reflect the current status of families' (who have indicated an interest in adopting a child/youth from foster care) eligibility for adoption. For each family, the Contractor shall track and record dates of orientation referral, completed orientation, completed assessment (home study), and completed adoption training. The approval status of all families shall be

noted. (A family's approval status may be "PENDING," "APPROVED," or "DENIED.")

- 8) The Contractor shall maintain a list of families who were not approved for adoption. The list shall include information substantiating these determinations.

F) Complete and submit mandatory reporting.

- 1) In its monthly report, the Contractor shall document children on "Hold" for more than six months. The report must include verification of a signed approval from the adoption worker's supervisor and the reasons that children/youth remain on "Hold." The DHS Adoption Manager must approve extensions of "Holds" over six months.
- 2) The Contractor shall document the number of approved and listed families on the registry.
- 3) The Contractor shall document all potential child-family matches and follow-up. The Contractor shall submit to DHS in its monthly report a summary of potential child-family matches and results of follow-up.
- 4) The Contractor shall document all follow-up contacts with persons who express an interest in adopting a specific photo-listed child and submit a summary in the monthly report.
- 5) The Contractor shall record the "status" of all persons inquiring about the adoption of a specific photo-listed child and submit a summary of this information in the monthly report.
- 6) The Contractor shall generate a list of all tracked families and their approval status and include this data in its monthly report.

2. Volume of Service

The estimated number of units to be produced annually during the period of this Agreement shall be: 12.

3. Unit Definition(s): One unit equals one month of Child & Family Matching activities.

Service Category # 4 of 5: Data Collection & Tracking

1. Activities the Contractor shall perform:

The Contractor shall:

A) Maintain a statewide register of waiting children/youth and operate a state ward tracking system.

- 1) The Contractor shall register all children needing an adoptive home based on information submitted by DHS and private adoption agencies and ensure that entries are current and accurate.
- 2) The Contractor shall develop an automated tracking system based on monthly data provided by DHS on permanent wards. The system shall record and track the date of permanent wardship, progress toward achievement of adoption (including dates of registration and photo-listing), goals other than adoption, time on "hold" status, and dates of necessary notification sent to adoption agencies.
- 3) The Contractor shall maintain information on permanent wards with a goal other than adoption to assist in determining if their case plans are appropriate.
- 4) The Contractor will track every permanent ward with a goal of adoption until the goal changes or adoption occurs.
- 5) The Contractor shall notify private agencies and DHS adoption worker's supervisors with a notification letter for children/youth in their foster care program for whom the agency has not complied with DHS requirement to send proper documentation to the adoption exchange.

B) Perform prospective family referral tracking. The Contractor shall collect and store data that records the source of each prospective adoptive family's contact with MARE. Sources may include one or more of the following: DHS adoption worker, private agency, poster, #211, television ad, radio spot, website, relative or friend, coworker, foster/adoptive parent, MARE publication, Heart Gallery, regional adoption event, etc.

- 1) In addition to referral sources, the Contractor shall collect demographic information on prospective parents to demonstrate the effectiveness of recruitment for target populations.
- 2) The Contractor shall collect the following relevant information and referral data: number of inquiries, category of inquiries, demographics of person(s) making inquiries, type of service requested, type of service provided, and referral source.

C) Perform disruption/dissolution tracking.

- 1.) The Contractor shall track the listing and placement of children who are registered with MARE. The Contractor shall record dates of MARE registration, initial photo-listing, listing removal (placement), and each subsequent listing and removal thereafter.
- 2.) The Contractor in consultation with DHS shall develop and conduct a questionnaire for families and youth concerning the reason for disruption or dissolution, services that were not provided and could have helped to maintain the placement, and other pertinent information.

D) Complete and submit mandatory reporting.

- 1) In its monthly report, the Contractor shall include a detailed summary of discrepancies between eligible children on the register and photo-listed children on the MARE website. The Contractor shall verify reasons children are not listed (or are placed on "Hold") with the caseworker and supervisor and report cases that do not have appropriate exceptions to the DHS Adoption Manager.
- 2) The Contractor shall generate a statewide demographics report of registered children/youth by region. This information will be posted on the MARE website and submitted to DHS in its monthly report.
- 3) The Contractor shall email monthly reports of all children and their statuses (i.e. registered, on "Hold" pending an adoption, or "no documentation received") in the automated tracking system to the DHS Adoption Manager.
- 4) The Contractor shall send quarterly reports on the status of children/youth in the automated tracking system to DHS regional managers and DHS Central office administrators for follow-up.
- 5) Contractor shall submit a summary of referral data and demographic information of prospective parents to DHS in its monthly report.
- 6) The Contractor shall submit a summary of disruption and dissolution tracking data to DHS in its monthly report.

Comment:

Comment:

2. Volume of Service

The estimated number of units to be produced annually during the period of this Agreement shall be: 12.

3. Unit Definition(s): One unit equals one month of Data Collection & Tracking activities.

1. Activities the Contractor shall perform:

The Contractor shall:

A) Develop the Statewide Adoption Oversight Committee. The Contractor shall develop a Statewide Adoption Oversight Committee. Membership shall consist of DHS representatives from Central Office, Regional Office and Field Office including supervisors and direct service staff. Representatives of private adoption contractors (administrators and direct service staff), court representatives, adoptive families, adopted youth, foster care worker, foster care youth (permanent ward status), and other stakeholders in adoption will be chosen to serve. Additional members may be determined and added by the committee.

- 1) The Committee shall discuss issues that cause delays in the adoption process in Michigan and make recommendations for changes to policies and/or processes.
- 2) The Committee shall develop ideas on how to promote and expand adoption recruitment and post adoption support in Michigan.
- 3) The Committee will determine areas and issues that are appropriate for review and develop recommendations to the DHS administration.

B) Facilitate bimonthly meetings of the Statewide Adoption Oversight Committee. The Contractor shall coordinate bimonthly meetings. Generally, the Statewide Adoption Oversight Committee and Subcommittee shall meet on the same day with the Subcommittee meeting preceding the full Committee meeting. (The subcommittee may require additional meetings during start-up of the review process.) The Contractor shall:

- 1) Schedule the meeting place, time, and agenda.
- 2) Provide information on cases to be presented.
- 3) Record and distribute meeting minutes to members of the Committee and Subcommittee.
- 4) Provide travel expenses and stipends to parents and youth that participate on committees.

C) Provide administrative support to the Statewide Adoption Oversight Committee. The Contractor shall develop form letters, track responses, and document outcomes on behalf of the committee.

- 1) For cases reviewed by the Statewide Adoption Oversight Committee the Contractor shall send appropriate letters to supervisors and/or caseworkers when the Committee requires action to be taken.
- 2) The Contractor shall track all correspondence regarding the Committee's determinations, recommendations, and actions.
- 3) The Contractor shall document all outcomes of Committee action and report them to the Committee.

D) Develop the Youth Advisory Board(s) on Adoption. The Contractor shall develop a Youth Advisory Board on Adoption. A board will be comprised of a diverse group of both adopted youth and those waiting for adoption. This will include representatives from residential, foster care and adoptive families. The board shall serve as an advisory body on the development of recruitment activities, programs, and policies. At least two members of the youth advisory board(s) shall serve on the Statewide Adoption Oversight Committee. The Contractor shall coordinate supervision, provide travel expenses and stipends to youth that participate.

E) The Contractor will develop a revised child registration form for agencies to report individual recruitment plans for each child without an identified adoptive family resource. The information will detail the specific recruitment efforts for each child including timelines and resources that will be utilized. The Contractor will review the plan to determine if the activities listed meet best practice efforts as determined by DHS. If the plan does not meet the set standards the Contractor will provide technical assistance to the agency. The Contractor will maintain a record of all individual recruitment plans submitted, technical assistance provided and the revised individual recruitment plans developed.

F) Complete and submit mandatory reporting. The Contractor shall provide a monthly report to the Adoption Manager in DHS Central Office with the following information:

- Names of children for whom an individual recruitment plan has been submitted.
- Documentation that the recruitment plan meets the set best practice standards.
- Names of agencies that the Contractor has provided technical assistance to for the purpose of developing individual recruitment plans that meet the set standards.
- Names of agencies that, after technical assistance was provided, did not comply with required changes to the individual recruitment plan.

G) Develop a “performance scorecard”. The Contractor shall collaborate with DHS to develop a performance scorecard with conditions, milestones, requirements, and timetables. The scorecard will also record matters related to price, service, quality and other factors deemed important. The scorecard will assist in determining baseline performance and expectations for subsequent performance. The Contractor shall develop and administer evaluation tools that support the process of performance evaluation.

- 1) The Contractor shall administer a web-based *Satisfaction Survey of MARE Services* that evaluates users’ satisfaction with services provided by MARE. The survey will include source of contact, demographics, level of satisfaction with services provided, and any problems or needs.
- 2) The Contractor shall administer a web-based *Satisfaction Survey of Michigan Adoption Services*. The survey will include information on the agency (public or private) providing services to the family, demographics of the family, basic questions pertaining to: timeliness of response, thoroughness of information provided, support throughout the adoption process, and satisfaction with the system.

H) Complete and submit mandatory reporting.

- 1) The Contractor shall submit a summary of MARE Services Satisfaction Survey results to DHS every six months and post results on the website.
- 2) The Contractor shall submit a summary of Michigan Adoption Services Satisfaction Survey results to DHS every six months and post results on the website. A summary of surveys for each agency and DHS field office will be provided to the agency and offices every six months. Copies of individual surveys will be sent to agencies and DHS Central and field office when requested.

2. Volume of Service

The estimated number of units to be produced annually during the period of this Agreement shall be: 12.

3. Unit Definition(s): One unit equals one month of Oversight & Evaluation activities.

REQUEST FOR QUOTE - RATING CRITERIA

Preferences

DHS reserves the right to give additional preference to bidders who:

- Match a greater portion of the total contract amount with funds and/or in-kind donations.
- Bidders who demonstrate the ability to meet the contract requirements while providing a high quality service delivery with fewer subcontracts.

Bidders who cannot meet the above criteria shall not be excluded from consideration.

Request for Quote (RFQ) proposals will be rated by a Rating Committee according to the following criteria:

I. Bidder's Experience/Qualifications – 25 Points

A. Agency (10 Points)

1. Is the bidder's mission/purpose consistent with that of DHS and its goals for MARE services?
2. If this or similar services were provided to DHS previously:
 - Were the terms of the agreement fulfilled satisfactorily?
 - Was DHS satisfied with the quality of services provided?
 - If not, did the bidder submit and implement appropriately corrective action plan?
5. Has the bidder demonstrated adequate experience and/or expertise to provide quality services described in this RFQ?
 - Does the bidder demonstrate satisfactory experience and/or knowledge in each of the areas: direct service, adoption resources, adoption systems and policies, best practices, and partnerships?
 - Does the bidder demonstrate successful collaborative working relationships with other relevant community systems?
 - Does the bidder have adequate qualifications to perform technical activities including database, website, and information management?

- Does the bidder have satisfactory qualifications to perform recruitment and marketing activities?
- Does the bidder have sufficient experience ensuring quality performance and oversight?
- To what degree is experience with other similar services relevant to the service(s) being bid?
- Does the bidder demonstrate experience and/or knowledge of the adoption system in Michigan?

B. Staff (15 Points)

4. Do the position descriptions for staff require:
 - Experience in adoption or related services?
 - Appropriate lengths of experience performing activities similar to those in the RFQ?
 - Appropriate education and/or training for the assigned job duties?
 - Sufficient education and/or experience in management and oversight for supervisory staff?
 - Appropriate education and/or experience in human service administration for administrative staff?
5. Does bid response include adequate descriptions of roles for executive/administrative staff, management/supervisory staff, direct services staff, and other supportive personnel?

II. Program Implementation (Work Plan) – 25 Points

A. Organizational Management (10 Points)

1. Does the proposed organizational chart describe appropriate lines of supervision and authority to assure efficient delivery of service and contract compliance?
2. Does the bidder have management and administrative support personnel adequate to produce a satisfactory level of performance?

3. Does the bidder have an acceptable turnover rate?
 - Does the bidder have an acceptable plan in place to address continuation of service when staff turnover occurs?
4. Does the vision for management and supervision effectively describe the roles individuals and teams will take on?

B. Service Delivery (15 Points)

5. Does the bidder demonstrate sufficient knowledge of the client population? Does the bidder provide an adequate explanation of potential challenges to service delivery?
6. Does the visual diagram demonstrate an understanding of the services required and the vision for program structure and service implementation?
7. Does the narrative that describes the visual diagram clearly define vision, goals and objectives and the systems and structures that will be implemented? Does this demonstrate the ability to fully implement the program?
8. Does the plan for involving children/youth in program development and decision-making adequately address the process that will be put in place?
9. Is the description of the adoption promotion campaign clearly articulated with an effective marketing strategy? Will it address the target population?
10. Does the bidder have a reasonable and satisfactory plan for building relationships and working with other parties and stakeholders?

III. Quality Assurance & Reporting –15 Points

1. Does the Performance Scorecard demonstrate the ability to define outcomes and measurement? Are the proposed outcome measures specific, attainable, and realistic?
2. Are adequate resources for data, monitoring and evaluation included?
3. Does the bidder provide an acceptable level of initial and ongoing training to staff to ensure quality service provision?

IV. Availability/Accessibility – 15 Points

1. Is the bidder's proposed site(s) accessible to the public?
2. Does the bidder have an adequate plan for ensuring access of waiting children to services?
3. Does the bid response adequately describe how the bidder will provide services throughout the state?
4. Is the bidder's plan for addressing client language barriers feasible and appropriate?
5. Does the bidder have an appropriate plan for serving clients with disabilities?

IV. Fiscal Resource Allocation – 20 Points

1. Does the bid response demonstrate a level of resources capable of sustaining an adequate level of service throughout life of the agreement (including staffing, communication resources, and the described facility [both location and size])?
2. Is supervisory and administrative support adequate?
3. Is the number of staffing hours adequate to deliver the level of needed service, as identified in both the fiscal and narrative portions of the bid response?
4. Are the resources (budgeted details such as salaries, occupancy, communication, supplies & equipment, transportation, contracted services, and miscellaneous) reasonable to accomplish the bidder's work plan, and reasonably adequate to provide a consistent level of service throughout the life of the agreement.
5. Are the resources identified in the narrative portion of the proposal consistent with those in the budget?
6. Is the quantity of resources appropriate and reasonable for the level of proposed services? Do they match?
7. Has the bidder identified other funding and/or donated or non-cash resources to support services and use the funding efficiently? If so, is the

bidder's source of in-kind resources or matching funds a stable and consistent source of supplemental program support?

8. Does the bid response include unallowable costs that will impact the ability of the bidder to implement the work plan?

Price Competition

Competitiveness in pricing will be determined using a formula that will divide the lowest bid price by the bidder's price, and then multiply that by the bidder's initial score, determined through the above rating criteria.

REQUEST FOR QUOTE POLICY

General Information

This Request for Quote (RFQ) provides interested bidders with sufficient information to prepare and submit proposals for consideration by the Department of Human Services.

1. Contract Award

Contract award negotiations will be undertaken with those Contractors whose bid responses, as to price and other factors, show them to be qualified, responsible, and capable of performing the work.

The contract entered into will be that contract most advantageous to DHS, price and other factors considered. DHS reserves the right to consider bid responses or modifications thereof received at any time before award is made, if such action is in the best interest of DHS.

If a contract is awarded, the selected bidder will be required to comply with standard, non-negotiable General Provisions, which will be a part of the contract.

2. Rejection of Bid Responses

DHS reserves the right to reject any and all proposals received as a result of this RFQ, or to negotiate separately with any source whatsoever in any manner necessary to serve the best interest of DHS. This RFQ is made for information or planning purposes only. DHS does not intend to award a contract solely on the basis of any response made to this request or otherwise pay for the information solicited or obtained.

3. Incurring Costs

The State of Michigan is not liable for any cost incurred by the Contractors prior to issuance of a contract.

4. Inquiries

Questions regarding content of this RFQ must be submitted in writing to the Issuing Office. All questions must be submitted on or before the date specified on the cover letter.

5. Amendment to the RFQ

In the event it becomes necessary to revise any part of this RFQ, addenda will be posted to this website.

6. Response Date

To be considered, bid response must arrive at the Issuing Office on or before the date and time specified in the cover sheet. Bidders mailing responses should allow normal delivery time to ensure timely receipt of their bid responses.

7. Bid Response

To be considered, bidders must submit a complete response to this RFQ, using the exclusively the format provided in the "Bidder Response to DHS". Bid Responses must be signed by an official authorized to bind the bidder to its provisions. The bid response must remain valid for at least 90 days.

8. Acceptance of Bid Response Content

The contents of the bid response of the successful bidder may become contractual obligations if a contract ensues. Failure of the successful bidder to accept these obligations may result in cancellation of the award.

9. Economy of Preparation

Bid Responses should be prepared simply and economically, providing a straightforward, concise description of the bidder's ability to meet the requirements of the RFQ.

10. Prime Contractor Responsibilities

The selected Contractor will be held accountable for all services offered in the bid response. Further, the State will consider the selected Contractor to be the sole point of contact with regard to contractual matters, including payment of any and all charges resulting from the contract.

11. News Releases

News releases pertaining to this RFQ on the service, study, or project to which it relates will not be made without prior State approval, and then only in coordination with the Issuing Office.

12. Disclosure of Proposal Contents

Bid Responses are subject to disclosure under the Michigan Freedom of Information Act (P.A. 1976, No. 442).

13. Independent Price Determination

- a. By submission of a bid response, the bidder certifies:
 - 1) The prices of the bid response have been arrived at independently without consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other bidder or with any competitor;
 - 2) Unless otherwise required by law, the price quotation in the bid response has not and will not be knowingly disclosed by the bidder to any potential bidder;
 - 3) No attempt has been made or will be made by the bidder to induce any other person or agency to submit or not to submit a bid response for the purpose of restricting competition;
 - 4) The price quoted is not higher than that given to the general public for the same service.
- b. Each person signing the bid response certifies that:
 - 1) She/he is the person in the bidder's organization responsible within that organization for the decision as to prices being offered in the bid response, and that she/he has not participated, and will not participate in any action contrary to a. 1 through 4 above; or
 - 2) She/he is not the person in the bidder's organization responsible within that organization for the decision as to the prices being offered in the bid response, but that she/he has been authorized in writing to act as agent for the persons responsible for such decision in certifying that such persons have not participated, and will not participate, in any action contrary to a. 1, through 4 above, and as their agent does hereby so certify; and that she/he has not participated, and will not participate in any action contrary to a. 1 through 4 above.
- c. A bid response will not be considered for award if the bidder is found to be noncompliant with any part of section 13 unless the bidder furnishes with the bid response a signed statement which sets forth in detail the circumstance of the disclosure and the Issuing Office determines that such disclosure was not made for the purpose of restricting competition.

BIDDER INFORMATION

1. To receive reimbursement from the State of Michigan, a Contractor must be registered as a vendor on the Michigan Accounting and Information Network (MAIN)

To register on MAIN:

Click on www.cpexpress@michigan.gov
Follow directions.

2. **Proof of public liability insurance** must be provided to DHS prior to the time the contract is executed (issued).
3. If portions of the services are being subcontracted, the bidder must identify the services the subcontractor will perform and provide all information requested, (including a budget) as it applies to both the bidder and the subcontractor(s).

A contractor is responsible for the performance of any subcontractors who are held to the same standard of quality and performance as the contractor. Raters of bid responses will consider the qualifications of both the contractor and subcontractor when making contract award recommendations.

4. In completing the bidder response, please note the following:

The bid response should be paginated, except for attachments
Font size should be 12 or larger

A. Bidder Experience/Qualifications

Agency

1. Describe the primary purpose/function of the bidder's organization.
2. List all contracts with DHS that have been in place within the past 5 years.
 - Describe and explain any incidents of contract noncompliance.
3. Provide a narrative description of the bidder's history with adoption systems and services. Include in this summary any relevant information regarding the bidder's experience and/or expertise in the areas of:
 - Direct service implementation and delivery of adoption services
 - Adoption resources and providers in Michigan
 - Adoption systems and policies in Michigan
 - Best practices and model programs in adoption services
 - Establishing partnerships and collaborating with adoption providers and stakeholders
4. Describe the bidder's qualifications for implementing activities in the five general service categories:
 - 1) Communication & Information Sharing
 - 2) Recruitment
 - 3) Child & Family Matching
 - 4) Data Collection & Tracking
 - 5) Oversight & Evaluation

Where applicable, describe prior experience providing these or similar services. Include the following information:

- Brief description of service provided;
- Recipient of service;
- Dates of service provision;
- Describe the degree of similarity between related services the bidder has provided and the services being bid;
- Name and telephone number of a contact person for each individual or agency for whom service was provided.

Staff

5. Using Staffing Allocation and Qualifications, CM-011, (attachment A) provide the requested information for each service category for which a bid response is submitted:
 - Provide position descriptions for all positions included in the price quotation. Identify the positions current staff will fill if the contract is awarded to the bidder. Identify specific experience current staff has as it pertains to the services to be provided (possession of applicable licenses, completion of applicable training or workshops, etc. For all positions, identify minimum requirements with regard to education, years and type of experience, training, etc.
 - Attach a salary schedule for each staff employee who will provide services as identified above. Include all automatic and/or merit pay increases individuals will be eligible to receive during the term of the contract.
 - For each position, list the number of hours and the number of weeks to be committed to the services being bid.

B. Work Plan (Program Implementation)

Organizational Management

1. Provide an organizational chart that shows the structure that will be used to provide services if the contract is awarded. This should show who in your organization will be responsible for reporting to the DHS' Contract Administrator (CA). Please make sure position titles on the organizational chart match title designations referenced elsewhere in the bid response.
2. Staff Allocation - Describe the method used to determine the amount of staff time (both management and direct) needed to fulfill the terms of the service as described.
3. Describe your current rate of overall turnover including expectations for current staff continuance, planned staff reductions or growth, and comments regarding anticipated future turnover. Describe mechanisms in place to encourage staff retention.
4. Supervision, Management, and Decision-making - Describe the bidder's vision for effective and efficient management of personnel to execute the activities in this RFQ. How staff will be supervised? How will decisions be made? How will challenges be addressed?

5. If applicable, specifically describe how the bidder will ensure a separation between the provision of MARE Services and the provision of foster care and adoption services currently provided under contract with DHS.
6. Identify any activities that the bidder anticipates cannot be provided/implemented on the date of award. Explain any barriers to implementation. Identify “start-up” resources necessary to address these needs. Estimate the amount of time the bidder will need after the contract is awarded to provide the activities (be specific, i.e., 30 days, 45 days, etc.).

Service Delivery

7. Describe the needs and strengths of children/youth available for adoption in the state system. Explain how the children/youth’s issues will impact service delivery. Provide specific examples to illustrate the effects of potential challenges.
 - How will the bidder address these potential challenges?
8. Construct a visual diagram (i.e. program theory model, program flow chart, etc.) that represents all activities described in the RFQ. The model should clearly illustrate the bidder’s vision for program structure and service implementation. (The model should be closely linked to the bidder’s organizational chart.)
9. Provide a narrative that describes the bidder’s plan for implementing activities in each of the five (5) service categories: Communication & information Sharing, Recruitment, Child & Family Matching, Data Collection & Tracking, and Oversight & Evaluation. An implementation plan should complement the bidder’s visual diagrams. Each plan should:
 - Describe the bidder’s vision
 - Identify the bidder’s goal(s) and objectives
 - Clearly and concisely describe how the systems and structures illustrated in the organizational and program flow charts will operate to perform required activities.
10. Provide a brief but detailed description of how the bidder will ensure that waiting children/youth actively participate in identifying program needs and decision-making.
11. Concisely describe one possible adoption promotion campaign (as explained under service category #2 D) that the bidder might implement if awarded this Contract.

12. Explain how the bidder will interact with other parties and stakeholders involved in the adoption process.

- Courts
- DHS
- Agencies (providers, community-based and faith-based organizations, etc.)
- Communities
- Foster families
- Birth families
- Siblings

C. Quality Assurance & Reporting

1. Develop a sample “performance scorecard” (described in service category #5 E (Oversight Evaluation)).
 - Develop one outcome for each of the five (5) service categories that will help the bidder and DHS ensure quality performance.
 - Briefly explain how each of the chosen outcomes would be monitored and measured.
2. Describe how the bidder will comply with reporting requirements described in the RFQ. How will the bidder ensure accurate and timely reporting to DHS?
3. Describe how the bidder currently ensures that staff receive appropriate training to provide high quality services.

D. Availability & Accessibility

1. Specify normal hours of business.
2. Identify each location where services will be provided. Include the street address, city, and zip code for all locations.
3. Outreach
 - Describe how the bidder will ensure that waiting children regardless of location across the state and type of out-of-home placement will have access to information, adoption promotion activities, and recruitment materials.
 - Describe how the bidder will ensure that waiting children/youth with disabilities have access to services and information.

4. Describe the bidder's plan for ensuring that TTY and Spanish language services are available to those who inquire by telephone.
5. Based on the waiting child populations served by DHS, describe any special considerations in the quotation or plans for providing services.

E. Budget Completion

Complete the following Price Quotation sheet and a Budget Statement (CM-468) and Budget Detail Sheets (CM-468A) (http://www.michigan.gov/documents/CM-468ex_15681_7.xlt) in accordance with instructions. The bidder should complete the Budget forms only for the first 12 months if the bid response is for a multi-year period.

Bidders who do not currently have the technical equipment, office space, and other resources to effectively administer the services described in this RFQ may request in their proposals supplemental funds for "start-up." Bidders requesting supplemental funds must include an additional Price Quotation, Budget Statement, and Budget Detail Sheet for expected "Start-up" costs for the first year of the Contract.

The bidder should submit price quotation(s) and budget(s) in an envelope separate from the rest of the bid response.

F. Budget Narrative

Use the attached Resource Grid (CM-0043), (attachment B) to provide a narrative description of all resources the bidder requires to meet the requirements of the contract. Please be as brief as possible, while including all pertinent information.

1. Itemize (without indicating actual dollar amounts) the types of employees benefits offered, the square footage of each facility, supplies, travel mileage and other resources included in your budget. Be as specific as possible and quantify all resources whenever possible.
2. If resources will be provided through another source, identify the source and type of funds to be used. All match and in-kind funding should be identified and explained. Describe any resources and technical equipment (physical facilities, computing systems, telecommunications, office equipment, etc.) the bidder will use as "in-kind" to meet the activities and requirements describe in the RFQ.

This information will be used to determine whether or not the resources included in the price quotation are adequate to provide the services DHS wishes to purchase as stated in the RFQ. The budget narrative will be compared to the price and budget documentation for each bid response submitted by an individual specifically assigned to conduct a fiscal review.

3. If the bidder intends to subcontract for any activities or aspects of service delivery required in this RFQ, provide a detailed list of all activities/services for which a subcontract will be sought. Provide the name of the prospective subcontractor for each service item.

NOTE: Do not include figures that would indicate the dollar amount of bid response or unit cost in this section. Dollar amounts should be stated in the sealed price/budget portion of your response.

MULTI-YEAR CONTRACTS:
DOCUMENTATION OF REASONABLENESS OF COST

In documenting the cost to establish a multi-year contract bid response the bidder should follow the same BUDGET COMPLETION INSTRUCTIONS and use the same Budget forms as a bidder proposing a one-year contract. The bidder should complete the Budget Statement (CM-468) and the Budget Statement Detail forms (CM-468A's) for a 12 month period. Budgets for a 12 month period of operation will provide a common basis to evaluate multi-year bid response. If the initial period of the contract is for less than 12 months, a prorated contract amount will be calculated accordingly.

The bidder may adjust the first year budget to establish a multi-year bid response. However, the methodology should be described. In other words, the proposed price will be based on initial year costs, (reflected in the budget), adjusted for anticipated increases in the subsequent year(s) of the bid response period. The basis for the amount and the reasonableness of the adjustment must be established by additional rationale and explanation. The price established and approved by DHS will be in effect for the entire period of the multi-year contract and cannot be changed during that time.

PRICE QUOTATION

Use this form to state the price offered to DHS for the service to be provided. The price quoted is to be per unit of service as defined in the service description in the RFQ and extrapolated from the budget information provided. Please identify the service being bid, using the title as shown in the RFQ.

Service #1: _____

Unit Definition: _____

a. Price per unit of service: \$_____/unit

Service #2: _____

Unit Definition: _____

a. Price per unit of service: \$_____/unit

Service #3: _____

Unit Definition: _____

a. Price per unit of service: \$_____/unit

Service #4: _____

Unit Definition: _____

a. Price per unit of service: \$_____/unit

Service #5:

Unit Definition:

a. Price per unit of service: \$_____/unit

BIDDER RESPONSE: STAFFING ALLOCATION AND QUALIFICATIONS
Michigan Department of Human Services

Bidder Name *	
County	Type of Service

CATEGORY	POSITIONS	RATE/ HOUR	HOURS/ WEEK	# OF WEEKS	
**MANAGERIAL/ SUPERVISORY					
DIRECT SERVICE					
SUPPORT STAFF					

* Please provide information on staffing only for services to be provided for the request for quote/contract.
 **Managerial/supervisory refers to administrative positions. If a position is both administrative and direct service, prorate categories.

Department of Human Services (DHS) will not discriminate against any individual or group because of race, sex, religion, age, national marital status, political beliefs or disability. If you need help with reading, writing, hearing, etc., under the Americans with Disabilities Act, please contact the needs known to a DHS office in your area.

RESOURCE GRID
MICHIGAN DEPARTMENT OF HUMAN SERVICES

* Do not include dollar amounts.

** List any match resources your agency will be providing and the fund source of that match.

Resource	Description
Employee Fringe Benefits (FTEs by position)	
Occupancy (square feet and number of Facilities)	
Communications (fax, telephone, number of lines and phones)	
Supplies (general, program, duplicating)	
Equipment	
Local Transportation (number of miles for client transportation)	
Contractual Services	
Specific Assistance to Individuals	
Miscellaneous	

Department of Human Services (DHS) will not discriminate against any individual or group because of race, sex, religion, age, national origin, color, height, weight, marital status, political beliefs or disability. If you need help with reading, writing, hearing, etc., under the Americans with Disabilities Act, you are invited to make your needs known to a DHS office in your area.